



This Job Aid explains how a Lead Point of Contact (LPOC) can register a community partner organization in MI Bridges.

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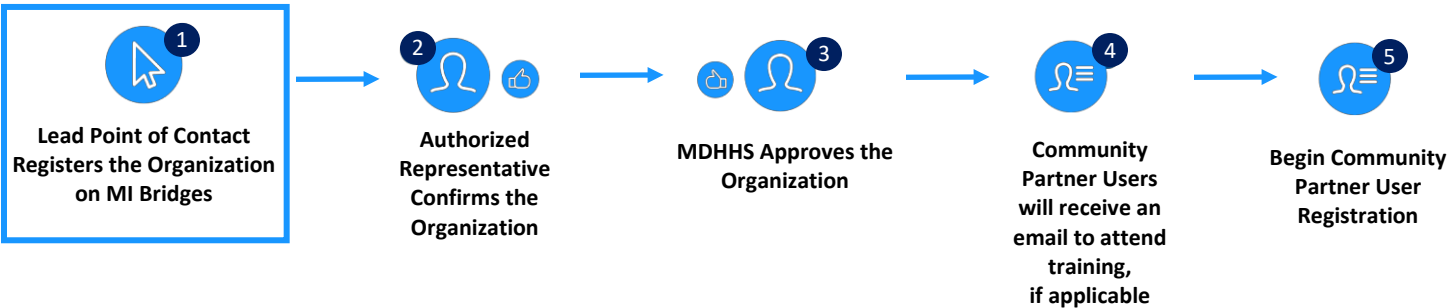
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Important Information

As a Lead Point of Contact, you can register your agency by visiting <http://www.michigan.gov/mibridges> then click on the Community Partner tab to get to the registration page. This is the first step to partnering with MDHHS as a MI Bridges community partner.




Begin Community Partner Agency Registration

As a Lead Point of Contact (LPOC) you will register your organization in MI Bridges. Prior to beginning registration in MI Bridges, there are some important tips and information you should know.



Tip: Prior to beginning the registration process, it is helpful to complete the below steps, so you have all the information needed to register your organization in MI Bridges.

1. Determine if your organization will serve as a Navigation, Referral, or Access Partner – or any combination of the three! More details on expectations and benefits for each partner type can be found [here](#) on the MI Bridges Community Partners Website (www.michigan.gov/mibridgespartners).
2. If you are registering as a Referral Partner, confirm your organization is registered with Michigan 2-1-1 and that your agency’s information in the 2-1-1 database is accurate.
3. Document all organization locations that will serve clients, the address of the location, and the type of partners who will reside at that location.
4. Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address. This list can also serve as a guide to registering staff for training.



Referral Partners Only:

When registering your organization in MI Bridges, your information must match the information in Michigan 2-1-1. It is recommended to proactively review your organization’s record in Michigan 2-1-1 prior to beginning MI Bridges registration. This way the information in 2-1-1 can be matched to the record in MI Bridges. To find and update your MI 2-1-1 record, please click [here](#).

Tip: When searching for an organization using the www.mi211.org “Search Resource Database” functionality, search results for organizations with multiple locations generally display both the name of the organization as a whole and the name associated with a specific site.

In example 1 below, the search result for “Capital Area Community Services” is the record of the organization (the main/primary location). In example 2, “Capital Area Community Services – Lansing Service Center” is the name of a site that is part of the organization.

Example 1

<u>CAPITAL AREA COMMUNITY SERVICES</u>			
101 East Willow Street	(517) 482-1504 Main	Head Start	view map
Lansing, MI 48906	(517) 482-6281 Main		
	http://www.cacs-inc.org		
			Ingham County

Create a New Community Partner Organization

Example 2

CAPITAL AREA COMMUNITY SERVICES

1301 Rensen
Lansing, MI 48910

CAPITAL AREA COMMUNITY SERVICES - LANSING SERVICE CENTER

(517) 393-7077 Main
(517) 393-0444 Fax
<http://www.cacs-inc.org>

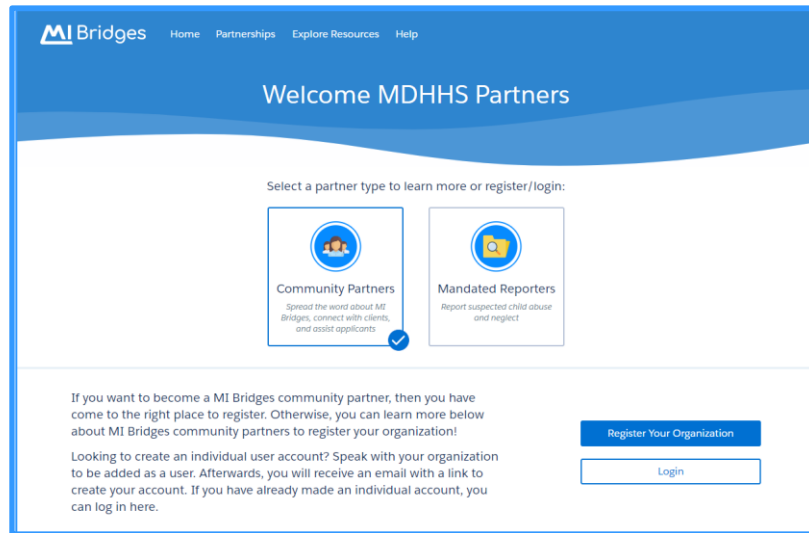
[view](#)
[map](#)

Ingham County

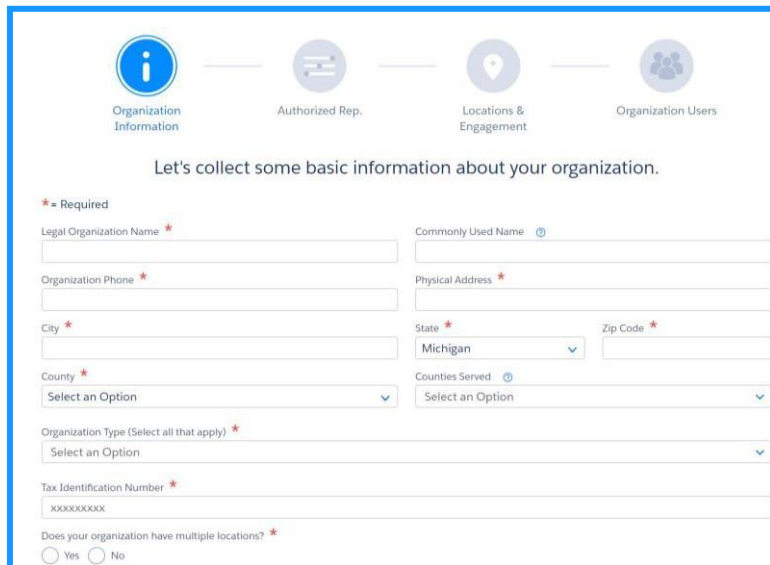
- Organizations with only one site: (generally displayed in the format of example 1 above), the information from a www.mi211.org search result can all be recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4).
- Organizations with multiple sites: organization information (displayed in the format of example 1) is recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4) and site information (displayed in the format of example 2 above) is entered in the third section of the partner registration process (the Locations and Engagement section, step 14).

Create a New Community Partner Organization

1. Navigate to www.michigan.gov/MIbridges. The **MI Bridges Community Partner** page displays.



2. Click **[Register Your Organization]**. The **Organization Registration** page displays.
3. Click **[Start Registration]**. The **Organization Information** page displays.



4. Record your organization's information, including:
 - **Legal Organization Name:** This is the organization name listed on legal documents.

Create a New Community Partner Organization

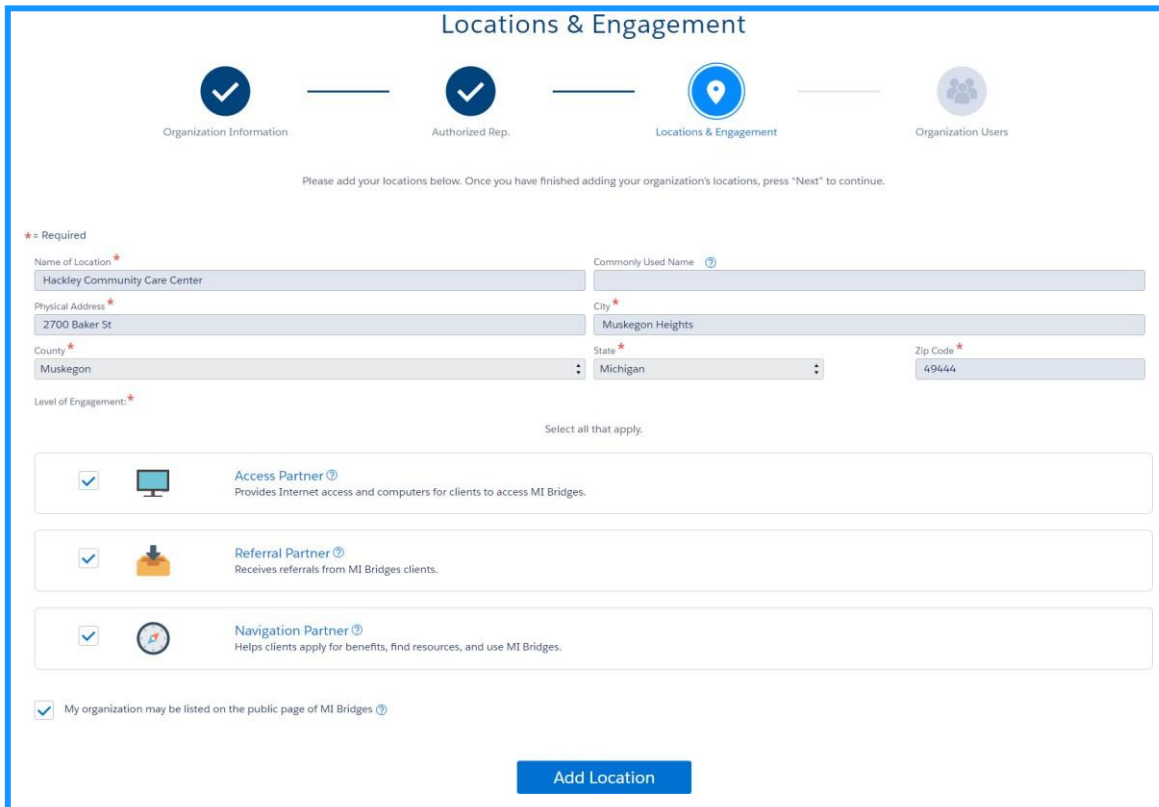
- **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often times this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
 - **Organization Address:** If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
(Note boxes for **confidential or no physical address.**)
 - **County:** This is the county where your organization's main location is located.
 - **Counties Served:** You can select multiple counties. Clients will use this information as search criteria when looking for resources.
 - **Organization Type:** You can select multiple options. Clients will use this information as search criteria when looking for resources.
 - **Tax Identification Number**
 - **Does your organization have multiple locations?** Selecting **[Yes]** will allow you to record additional organization locations after step **13**. This is helpful because users are assigned to the organization location where they work later in the registration process.
5. Click **[Next]**. The **Please Verify Your Address** page displays.
 6. Edit the address if needed by selecting **[Re-enter Address]**. Once the address is correct, click **[Confirm]**. The **Authorized Rep.** page displays.



Tip: An Authorized Representative is a person who is authorized to sign legal documents on behalf of the organization. This is typically an agency director, executive director, manager, supervisor, etc. This individual can also be the lead person of contact. After the organization information is recorded in MI Bridges, the Authorized Representative receives an email to approve the agency as a MI Bridges partner.

7. Type your Authorized Representative's information on this page. Click **[Next]**. The **Locations & Engagement** page displays.
 - The LPOC and the Authorized Representative can be the same person.
 - Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

Create a New Community Partner Organization



Tip: You can designate your organization as an access partner, referral partner, navigation partner. Each organization can choose to serve in multiple partner roles.

8. Notice the organization information for your agency's main location displays on the page and cannot be edited. If this information is incorrect, use the **[Back]** button to navigate to the **Organization Information** page to edit name or address information.
9. Record your organization's partner role(s):
 - Select if your agency will serve as an Access, Referral, and/or Navigation Partner. Click the help icons next to each role to learn more about that partner type.
 - By checking the **[My organization may be listed on the public page of MI Bridges]** box, your organization will display on the MI Bridges public page. This means the organization information can be viewed by anyone in MI Bridges.
10. Follow the below steps depending on how many locations your organization has:

Create a New Community Partner Organization

	Next Step
<p>Access and/or Navigation:</p> <p>If your organization has ONE location</p>	<p>Click [Next] and proceed to step 15. The Organization Users page displays.</p>
<p>Access and/or Navigation:</p> <p>If your organization has MULTIPLE locations</p>	<p>Click [Add Location] and proceed to step 13.</p>
<p>If you will be registering as a Referral Partner</p>	<p>Click [Next] and proceed to step 11. The Register with 2-1-1 or Confirm Your Organization page displays.</p> <p>NOTE: If you have MULTIPLE locations, you will have to do this for each location.</p>

11. Referral Partners Only:

- If an organization has selected they would like to be a Referral partner, they must first be registered in Michigan 2-1-1 otherwise they will not be able to complete the registration process in MI Bridges. If you receive a message to register in Michigan 2-1-1, follow the instructions provided in MI Bridges to register your agency in Michigan 2-1-1.
- If you are registered in Michigan 2-1-1 and you are not able to proceed with registering your organization in MI Bridges, contact MDHHS at mdhhscommunitypartners@michigan.gov for assistance.
- If you are also a Navigation and/or Access partner, click **[Okay]** and you will return to **Choose Level of Engagement** screen. **[Unselect]** Referral Partner and continue with agency registration. You can add Referral level of engagement at a later date (once you are in Michigan 2-1-1 database).
- If you are a Referral only partner you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.

Create a New Community Partner Organization

Register with 2-1-1

Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.

If you believe you are already registered with Michigan 2-1-1, we encourage you to lookup your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.

1. Go to www.mi211.org and click on Search Resource Database.

2. On the map of Michigan, hold the cursor over your county and click on it.

3. Find Step 1 and type in your zip code. Your city will populate automatically.

4. Find the Search by Agency or Program Name box, type in your agency's name and hit Search.

5. Find your agency and click on the program/services you would like to view.

If you would like to update or change any of the information in your 2-1-1 record, please email those changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.

If your organization is not in the 2-1-1 database, please [review the inclusion/exclusion policy](#), download and complete the [MI2-1-1 Agency Application](#) (PDF format) and submit it to resources@mi211.org. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.

If you need further assistance, please contact MDHSCCommunityPartners@michigan.gov.

Okay

- If your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1, MI Bridges will suggest an organization for you to confirm. Select the correct agency and click **[Confirm]**.

Confirm Your Organization

Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please select your organization below.

HACKLEY COMMUNITY CARE CENTER
2700 Baker Street
Muskegon Heights, MI 49444 · Muskegon County

None of These

Confirm

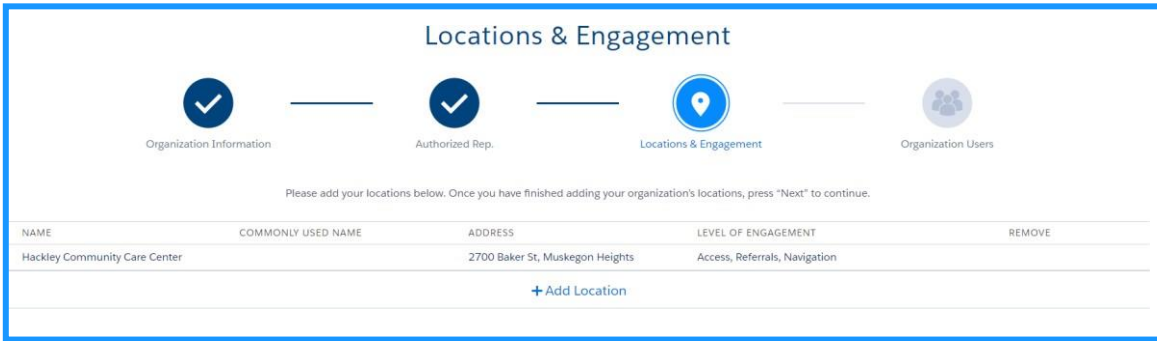
12. Follow the below steps depending on how many locations your organization has

- **One Location:** Click **[Confirm]**. The **Organization Users** page displays (on the next page below). Proceed to step **15**.
- **Multiple Locations:** Click **[Confirm]**. The **Locations & Engagement Summary** page displays.

Last Updated 03/20/2020

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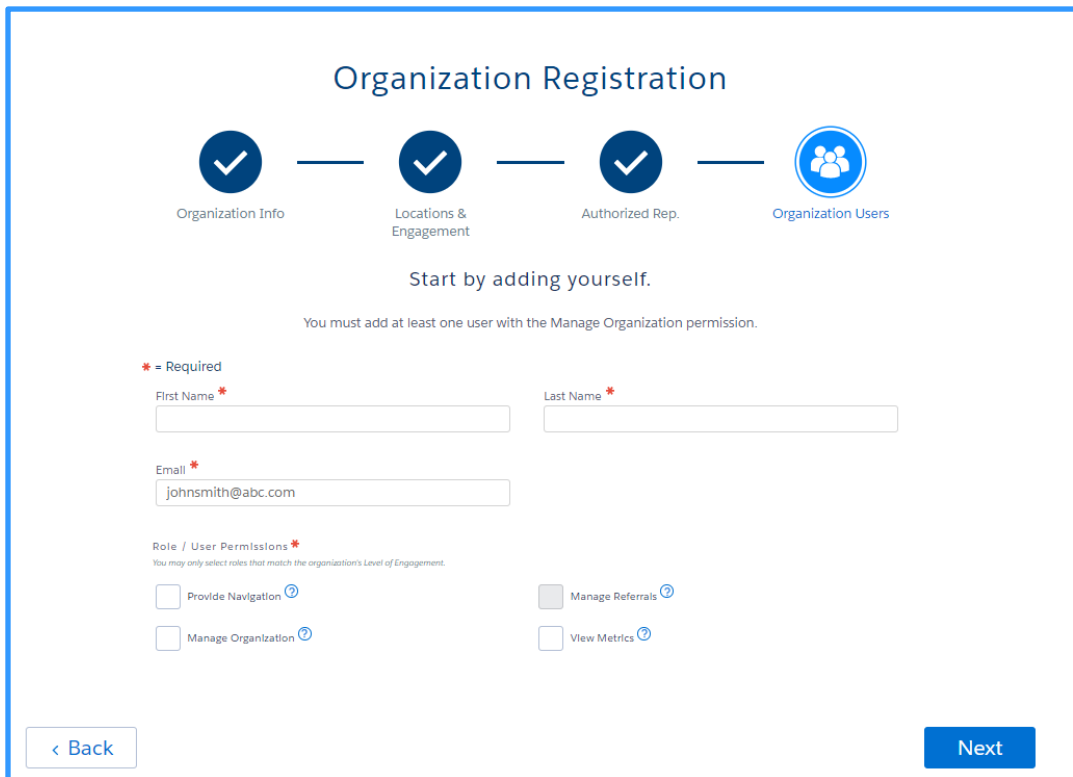
Create a New Community Partner Organization



NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT	REMOVE
Hackley Community Care Center		2700 Baker St, Muskegon Heights	Access, Referrals, Navigation	

+ Add Location

13. Click **[+ Add Location]**. Additional fields display to record the agency's location information.
14. Record information on the agency's second location. Notice you can now edit the name and address fields. Repeat steps 9-13 for all agency locations. Click **[Next]**. The **Organization Users** page displays.
15. The Lead Point of Contact should add themselves first.



Start by adding yourself.


You must add at least one user with the Manage Organization permission.


* = Required


First Name *
Last Name *
Email *
johnsmith@abc.com


Role / User Permissions *

You may only select roles that match the organization's Level of Engagement.

☐ Provide Navigation 

☐ Manage Organization 

☐ Manage Referrals 


☐ View Metrics 


< Back Next





Tip: The Lead Point of Contact can remove any previously added locations from this page. The only location that cannot be removed is the main location. If you need to edit a location, you must select the red **[x]** to remove the location, and then re-add the location.

Organization Users


Organization Information


Authorized Rep.


Locations & Engagement


Organization Users

Add the users that will be interacting with MI Bridges.

You must add at least one user with the Manage Agency Users permission. Start by adding yourself and a few users to your organization. (You can always add more later.)

* = Required


First Name *


Last Name *


Email *


johnsmith@abc.com

Role/User Permissions (Select all that apply.)*

☐ Provide Navigation 

☐ Manage Referrals 

☐ Manage Organization 

☐ View Metrics 

Add User

< Back

Submit

Create a New Community Partner Organization

16. Add the **Name**, **Email**, and **Role/User Permissions** for each user in the organization who will be using MI Bridges. A user can be assigned multiple permissions. Remember, each user will receive their own account. It is important to correctly type the user's email because users will receive a link to register at the email address you record. Click **[Add User]**. The **Organization Users Summary** page displays.

- **Best Practice:** Add the LPOC as the first user and provide the 'Manage Organizations' permission.

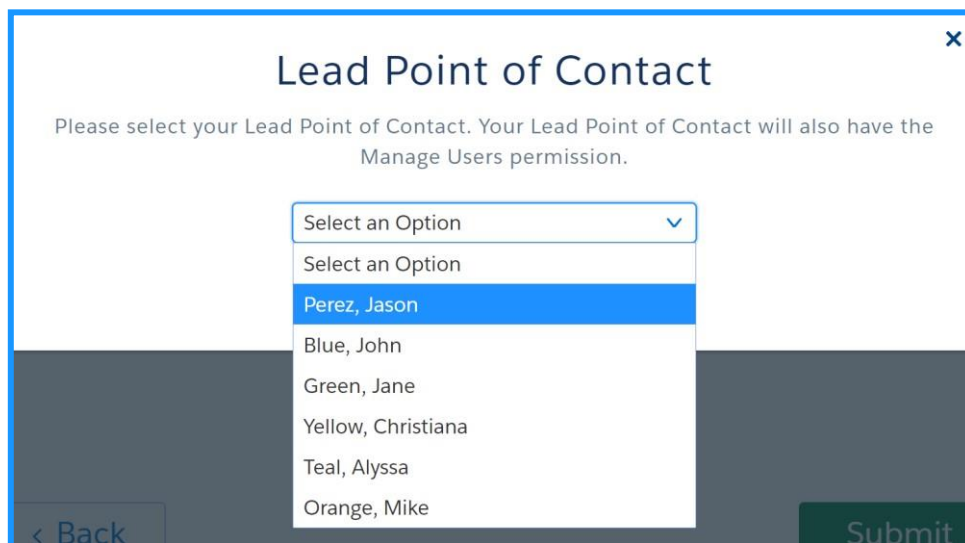
Permission	Description
Provide Navigation	This role helps clients apply for benefits, locate resources, and navigate their My Resources page.
Manage Referrals	This role responds to referrals sent to your agency from clients.
Manage Organization	This role has the ability to add, remove and edit the details of users in your organization. This role can also edit organization information. It is recommended this role be assigned to a small number of users. A maximum of 3 users can be assigned the 'Manage Organization' user role. <i>Remember it's important to have a back-up LPOC!</i>
View Metrics	This role can view metrics about the agency's use of MI Bridges. They will also be able to generate reports relating to benefits, referrals, and navigators in their organization. Access only partners will not have this permission.



Tip: As you add users, the **Organization Users Summary** page displays the different users. Each user can have different permissions. If you don't add all your users here, you will be able to add more users after your organization is approved.

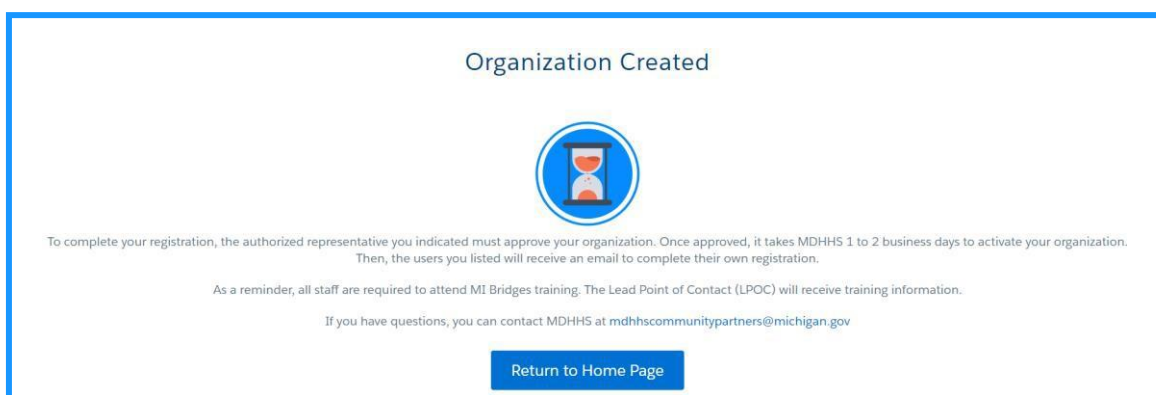
To edit a user, select the red **[x]** to remove the user, and then re-add the user.

17. Repeat step 15 until all agency users who will serve as a partner are recorded in MI Bridges. Click **[Submit]**. The **Lead Point of Contact** pop-up window displays.



Tip: The Lead Point of Contact is the first person MDHHS will contact if they have questions or need more information about the organization. Only one person in the organization can be the LPOC.

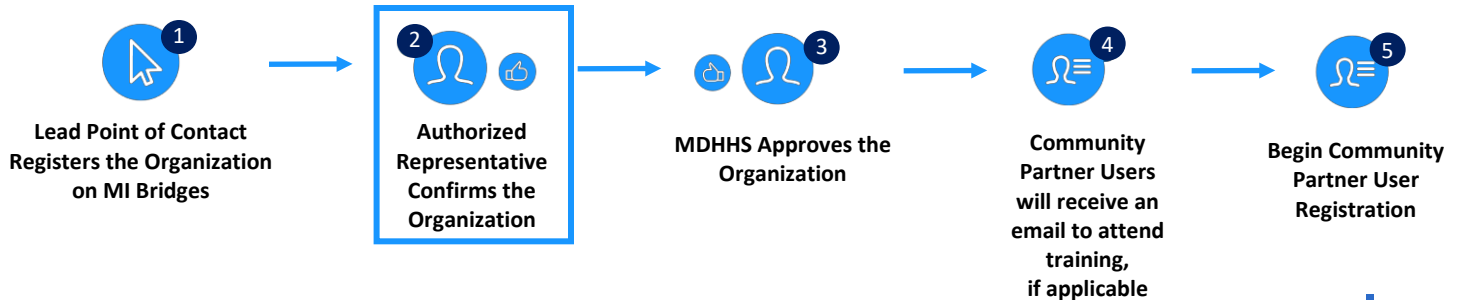
18. All users display in the drop-down list. Select the LPOC. Click **[Confirm]**. The **Organization Created** page displays. This is the last step for the LPOC. An email is triggered to the Authorized Representative prompting them to confirm that their organization can serve as a MI Bridges partner.



19. Click **[Next]**. The **Confirm Your Organization** page displays.

Authorized Representative Approval

After the Lead Point of Contact registers the organization, the individual listed as an Authorized Representative is sent email to certify that the organization can serve as a MI Bridges partner.



Tip: Please alert the Authorized Representative to check their email. An email is sent to the address recorded on the Authorized Representative page. The email is titled 'Authorized Representative Approval' and is sent from 'Do Not Reply'. Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

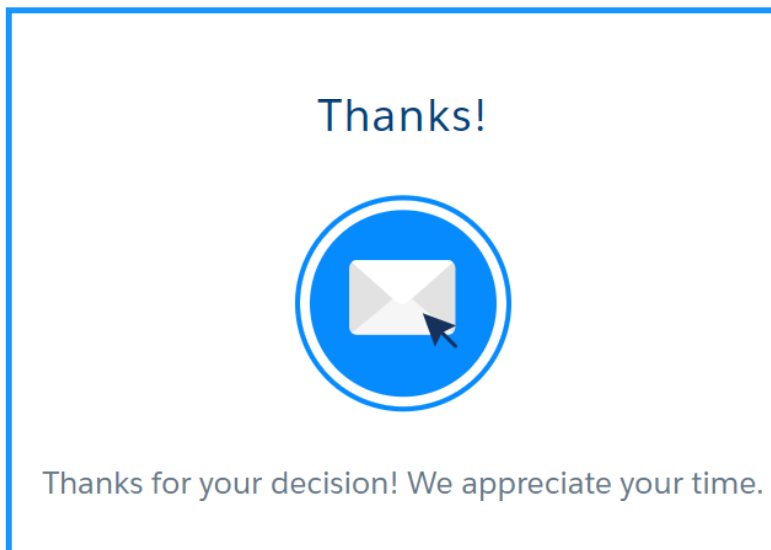
20. Review the email titled 'Authorized Representative Approval'. Click **[Review and Certify]**. An **Authorized Representative Approval** webpage opens.



Tip: If any information is incorrect, the Authorized Representative is prompted in the email to contact the Lead Point of Contact. The LPOC's email address is listed at the bottom of the email.

Note: The Authorized Representative does not need to create a MI Bridges account to certify the organization.

21. Carefully review the information on the **Authorized Representative Approval** webpage. Click **[Accept]**. The **Thanks** page displays.



Tip: Congratulations! You have successfully created a MI Bridges account. Your organization's registration has been sent to MDHHS for approval. Once MDHHS approves your organization you will receive an automated email that your organization has been approved. After your organization has been approved users in your organization will receive an email to create their account!

Remember, if you have any questions on registration, you can always contact MDHHS by emailing mdhhscommunitypartners@Michigan.gov or visit www.Michigan.gov/mibridgespartners for the latest MI Bridges information!